

# CALIFORNIA OCCUPATIONAL GUIDES



## FOOD SERVICE MANAGERS



### WHAT DOES A FOOD SERVICE MANAGER DO?

FOOD SERVICE MANAGERS run the show in a restaurant or other food service establishments. They select and plan successful menu items, purchase food and equipment, oversee staffing of kitchen and dining room; and enforce health, safety and sanitary laws. They establish standards for personnel performance, service to customers, menu rates, and advertising. Managers must be innovative to lure new employees in a tight job market. They also need to find creative ways to keep experienced workers.

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INTEREST AREA  
ENTERPRISING



Food Service Managers are also called Restaurant Managers, Cafeteria Managers, and Catering Managers. The following tasks are common for this occupation:

- Plan menus based on anticipated number of guests, nutritional value, tastiness, popularity, and cost.
- Review menus and analyze recipes to determine labor and overhead costs and set menu prices.
- Estimate food consumption, place orders with suppliers, and schedule the delivery of fresh food and beverages.
- Organize and direct worker training, resolve personnel problems, hire new staff, and evaluate employee performance.
- Coordinate cooking staff assignments for efficient use and timely preparation of food.
- Oversee food preparation and methods, size of portions, and presentation of food to make sure it meets customer expectations.
- Talk with customers to solicit feedback and resolve complaints.
- Keep an eye on budget and payroll records and review financial transactions to verify that expenditures are authorized and budgeted.
- Set up and enforce nutrition standards based on accepted food industry standards.
- Strictly enforce safe food handling laws and health standards for food preparation and service.
- Enforce fire and building maintenance regulations in a lodging/dining facility.
- Keep required government records about sanitation and food subsidies where indicated.

- May oversee the use of a point-of-service computer software system to track the sales of specific menu items, speed order preparation, total checks, credit, and cash transactions, and track inventory.
- May supervise the creation and maintenance of a Web site to promote business.

### WHAT SKILLS ARE IMPORTANT?

Important skills, knowledge, and abilities for Food Service Managers include:

- Coordination – Adjusting actions in relation to the action of others.
- Time Management – Managing one's own time and the time of others.
- Management of Personnel Resources – Motivating, developing, and directing people as they work, identifying the best people for the job.
- Problem Identification – Identifying the nature of problems.
- Service Orientation – Actively looking for ways to help people.
- Implementation Planning – Developing approaches for implementing an idea.
- Administration and Management – Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Customer and Personal Service – Knowledge of principles and processes for providing customer and personal services, including needs assessment and customer satisfaction evaluation techniques, quality service standards, and alternative delivery systems.
- Oral Expression – The ability to communicate information and ideas in speaking so others will understand.
- Mathematical Reasoning – The ability to understand and organize a problem and then to select a mathematical method or formula to solve the problem.

### WHAT'S THE WORK ENVIRONMENT?

Managers often experience the pressure of coordinating a wide range of activities. When problems occur, it is the responsibility of the Manager to resolve them with minimal interruption of service. The job can be hectic during peak dining hours, and dealing with upset customers or uncooperative employees can be stressful.

Food Service Managers usually have one or more assistant managers, depending on the size and operating hours of the establishment. In fast-food restaurants and other eating places open for long hours (often seven days a week), assistant managers usually supervise the various shifts.

#### ***Union Membership***

Unions do not usually represent Food Service Managers, but those working in institutions such as college districts or State hospitals can join public employee unions.

### WHAT'S THE CALIFORNIA JOB OUTLOOK?

The following information is from the occupational projections produced by the Employment Development Department (EDD) Labor Market Information Division (LMID):

#### **Food Service Managers**

Estimated number of workers in 2002:	28,500
Estimated number of workers in 2012:	34,300
Projected Growth 2002-2012:	20.4%
Est. openings due to separations by 2012:	4,600

*These figures do not include self-employment.*

This occupation will grow at an average pace compared with all occupations in California. Total job opportunities in this occupation from 2002 through 2012 will be 10,400-about 1,040 jobs annually.

#### ***Trends***

Although many experienced food and beverage preparation and service workers are promoted to fill managerial jobs, applicants with an associate of arts (AA) or bachelor of arts (BA) degree in

restaurant and institutional food service management should have the best job opportunities. Restaurants and beverage places will produce most new jobs as the number of establishments increases along with the population, personal incomes, and leisure time.

Job opportunities should be better for salaried Managers than for self-employed Managers. New restaurants are increasingly affiliated with national chains rather than being independently owned and operated. Fewer owners will manage restaurants themselves, and more restaurant managers will be employed by larger companies to run establishments.

## WHAT DOES THE JOB PAY?

### *California Earnings*

The following information is from the Occupational Employment Statistics Survey of Employers by EDD/LMID:

#### Food Service Managers 2005 Wages

Hourly wages range from	\$17.22	to	\$30.47
Average hourly wage	\$26.28		
Average annual wage	\$54,666		

*These figures do not include self-employment.*

### **Hours**

Night and weekend work are common among Food Service Managers because evenings and weekends are popular dining periods. Institutional Food Service Managers usually work days since factory and office cafeterias usually are open only on weekdays for breakfast and lunch. However, hours for many Managers are unpredictable, as they may have to fill in for absent workers on short notice. It is common for them to work 50 or more hours per week.

### **Benefits**

Vacation, sick leave, and medical insurance plans are typically part of the benefit package for almost all Food Service Managers. Some employers also pay at least partial dental, vision, life insurance, and retirement plans.

## HOW DO I PREPARE FOR THE JOB?

### *Education and Training*

A degree, especially a BA, in restaurant and food service management provides a particularly strong preparation for this field. A number of colleges and universities offer AA or BA degrees or certificates. These programs provide courses in nutrition and food planning and preparation, as well as accounting, business law and management, and computer science. Programs may combine classroom and laboratory study with internships that provide on-the-job experience.

Many educational institutions offer culinary programs that provide food preparation training for cooks and chefs that can lead to advancement into Food Service Manager positions.

Most restaurant chains and food service management companies have training programs for new Managers. Through a combination of classroom and on-the-job training, they receive instruction and gain work experience in all aspects of the operations of a restaurant or institutional food service facility.

Training on the use of restaurant computer systems is increasingly important.

### *Licensing and Certification*

Although not a requirement for employment or advancement in the occupation, voluntary certification provides recognition of professional competence. The Foodservice Management Professional (FMP) certification and ServSafe® Manager Certification is a measure of professional achievement for Food Service Managers. The Educational Foundation of the National Restaurant Association offers these certificates and others related to food service management.

### *Continuing Education*

Formal continuing education is not a requirement for this occupation. Managers may work toward certification, an AA or BA degree or take business courses for career growth.

## HOW DO I FIND THE JOB?

Graduates with a degree or certificate in food service management can register with their student placement office. Also, the establishment where they completed their internship or on-the-job training frequently hires them.

The California Restaurant Association has a job placement service for its members.

Direct application to employers remains one of the most effective job search methods. Most Food Service Managers are employed in the eating and drinking places and hotels and motels industries.

Search these **yellow page** headings for listings of private firms:

- Cafeterias
- Caterers
- Hotels
- Restaurants

The following Internet resources can be helpful to the job search process:

America's Career InfoNet  
[www.acinet.org](http://www.acinet.org)

America's Job Bank  
[www.ajb.dni.us](http://www.ajb.dni.us)

CalJOBS<sup>SM</sup>  
[www.caljobs.ca.gov](http://www.caljobs.ca.gov)

Job Search and Resume Writing  
[www.worksmart.ca.gov/success\\_tips\\_menu.html](http://www.worksmart.ca.gov/success_tips_menu.html)

Local Job Service Offices  
[www.edd.ca.gov/jsrep/jsloc.htm](http://www.edd.ca.gov/jsrep/jsloc.htm)

Occupational Information Network (O\*NET) Online  
<http://online.onetcenter.org>

One-Stop Career Centers List  
[www.edd.ca.gov/ONE-STOP/pic.htm](http://www.edd.ca.gov/ONE-STOP/pic.htm)

For statewide and local projections, wages, employers by county, and other occupational information go to [www.labormarketinfo.edd.ca.gov](http://www.labormarketinfo.edd.ca.gov) and select *Find an Occupation Profile*.

## WHERE CAN THE JOB LEAD?

Willingness to relocate often is essential for advancement to positions with greater responsibility. Managers typically advance to larger establishments or regional management positions within restaurant chains. Some eventually open their own restaurants. Others transfer to hotel or resort management positions based on their restaurant management experience.

## OTHER SOURCES OF INFORMATION

California Restaurant Association  
 1011 10th Street  
 Sacramento, CA 95814-3501  
 (800) 765-4842  
[www.calrest.org](http://www.calrest.org)

Society for Food Service Management  
 304 West Liberty Street, Suite 201  
 Louisville, KY 40202  
 (502) 583-3783  
[www.sfm-online.org](http://www.sfm-online.org)

National Restaurant Association  
 Education Foundation  
 175 West Jackson Boulevard, Suite 1500  
 Chicago, IL 60604  
 (800) 765-2122  
[www.nraef.org](http://www.nraef.org)

The National Society for Healthcare  
 Food Service Management  
 204 E. Street, N.E.  
 Washington, D.C. 20002  
 (202) 546-7236  
[www.hfm.org](http://www.hfm.org)

## RELATED OCCUPATIONAL GUIDES

Management Trainees	No. 59
Hotel and Motel Managers	No. 114
Human Resources Specialists and Managers	No. 135
Retail Store Managers	No. 242

**OCCUPATIONAL CODE REFERENCES**

**SOC** (*Standard Occupational Classification*)  
Food Service Managers 11-9051

**O\*NET** (*Occupational Information Network*)  
Food Service Managers 11-9051.00

**OES** (*Occupational Employment Statistics*)  
Food Service and Lodging Managers 15026